CONVO™

FCC Compliant Log Summary
Convo Communication, LLC
June 1, 2010 to May 31, 2011

Jun 2010	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Total
13	4	5	3	4	3	7	3	17	51	27	18	144

General	Interpreter	Service	Technology
28	9	49	58

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
2707	Jun 2, 2010 6:00 PM	Mar 21, 2011 3:24 PM	Service		Problem with TDN	Helped with TDN/PW
2712	Jun 2, 2010 9:49 PM	Jun 2, 2010 9:50 PM	Tech Complaint	ConvoIM	Customer did not know how to log into iChat	Instructed customer how to use.
2729	Jun 3, 2010 6:33 PM	Sep 20, 2010 10:34 PM	Interpreter Complaint	ConvoIM	Customer did not know the process of the connection	Instructed customer how to improve the connection
2735	Jun 3, 2010 7:59 PM	Jun 27, 2010 6:31 PM	Tech Complaint	ConvoIM	Customer wanted to know what to download to use ConvoIM.	Instructed customer on how to add ConvoIM to her buddy list.
2746	Jun 4, 2010 4:44 AM	Jun 19, 2010 3:32 PM	General	None	Customer complained that Convo advertisements for free t-shirts for contest winners were misleading.	Explained to customer that all winners did receive t-shirts. Inquired more about the nature of his complaint and was able to clarify the situation.
2778	Jun 8, 2010 5:02 PM	Jun 8, 2010 5:02 PM	Tech Complaint	Green Book	Customer complained green book dupicate the contacts	Investigated but found no issue.
2793	Jun 9, 2010 6:24 AM	Jun 19, 2010 4:12 PM	Tech Complaint	Desktop	Customer ccomplained VP connection.	Installed and upgraded Flash player

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
2868	Jun 16, 2010 5:49 PM	Jun 16, 2010 11:40 PM	Tech Complaint	Anywhere	Customer complained video was choppy.	Installed and upgraded Flash player
2874	Jun 16, 2010 7:02 PM	Sep 14, 2010 11:29 PM	Tech Complaint	ConvoIM	Customer complained video was choppy.	Investigated but found no issue.
2877	Jun 16, 2010 10:04 PM	Jun 16, 2010 10:04 PM	Tech Complaint	ConvoIM	Customer did not know how to log into iChat	Instructed customer how to use.
2928	Jun 28, 2010 3:55 AM	Nov 17, 2010 9:41 PM	Tech Complaint	Anywhere	Could not see VI. Tech support installed Flash on his computer and it worked fine.	Installation of Flash software on customer's computer
2929	Jun 28, 2010 6:49 PM	Jun 28, 2010 7:54 PM	Other		Customer complained that Chase Bank refused her VRS call through Convo.	Informed customer that Convo has little control over the situation. Encouraged her to contact the NAD for advocacy.
2937	Jun 30, 2010 5:56 PM	Nov 17, 2010 9:03 PM	Tech Complaint	ConvoIM	Customer wanted to know what to download to use ConvoIM.	Instructed customer how to use.

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
2944	Jul 1, 2010 3:43 PM	Nov 17, 2010 10:06 PM	Tech Complaint	ConvoIM	Customer did not know how to add ConvoIM to her buddy list.	Instructed customer on how to add ConvoIM to her buddy list.
3008	Jul 12, 2010 6:29 PM	Jul 12, 2010 6:29 PM	Tech Complaint	Green Book	Customer complained green book is diffcult to use.	Instructed customer how to use.
3046	Jul 20, 2010 1:00 AM	Sep 9, 2010 5:33 PM	Tech Complaint	Anywhere	Customer complained video was choppy.	Installation of Flash software on customer's computer
3057	Jul 20, 2010 7:51 PM	Jul 20, 2010 10:38 PM	Tech Complaint	ConvoIM	Customer did not know how to log into iChat	Instructed customer how to use.
3394	Aug 11, 2010 9:32 PM	Aug 13, 2010 8:29 PM	Tech Complaint	Desktop	Customer complained Desktop was hard to use.	Instructed customer how to improve the connection
3453	Aug 16, 2010 10:49 PM	Nov 17, 2010 7:53 PM	Tech Complaint	Anywhere	Customer complained about video quality.	Helped customer to adjust video setting.
3615	Aug 22, 2010 8:32 AM	Nov 17, 2010 8:59 PM	Spam	All	Customer complained he was getting a lot of spam calls with his phone number.	Instructed customer to add his phone number to the donotcall.gov registry.

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
3616	Aug 22, 2010 3:27 PM	Aug 23, 2010 11:25 PM	Tech Complaint	Anywhere	Customer complained he could not log into Anywhere using his e-mail address.	Identified a log-in issue with his account and resolved it.
3732	Aug 29, 2010 5:33 PM	Nov 17, 2010 7:53 PM	Tech Complaint	Desktop	Could not see VI. Tech support installed Flash on his computer and it worked fine.	Installation of Flash software on customer's computer
3944	Sep 15, 2010 3:41 PM	Sep 15, 2010 4:03 PM	Tech Complaint	ConvoIM	Customer complained video was choppy.	Helped customer to adjust video setting.
3991	Sep 21, 2010 1:27 PM	Sep 21, 2010 4:46 PM	Tech Complaint	Anywhere	Customer did not know how to log into Anywhere.	Instructed customer to use his phone number or e-mail address to log in to Anywhere.
4003	Sep 23, 2010 3:46 PM	Nov 17, 2010 7:53 PM	Tech Complaint	Anywhere	Customer complained about video quality.	Investigated but found no issue; tech team continues to explore ways to improve video quality for all users.

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
4156	Oct 6, 2010 1:49 AM	Oct 6, 2010 10:22 PM	Tech Complaint	Anywhere	Customer complained she could not add more than one contact at a time.	Investigated; added fix for issue in next update of Anywhere.
5414	Oct 23, 2010 9:25 PM	Mar 8, 2011 7:16 PM	Technology	iChat	Problem with IM	Switched number back to iChat
5588	Oct 29, 2010 2:09 PM	Nov 17, 2010 11:44 PM	Tech Complaint	Desktop	Customer complained the poor quality of VP connection	Instructed customer how to improve the connection
5613	Oct 29, 2010 9:16 PM	Nov 9, 2010 2:11 AM	Tech Complaint	ConvoIM	Customer wanted to know what to download to use ConvoIM.	Customer had iChat installed; instructed customer to add ConvoIM to his buddy list.
5881	Nov 11, 2010 2:36 PM	Nov 17, 2010 9:52 PM	Tech Complaint	Desktop	Customer complained Desktop was hard to use.	Instructed to reinstall and install software
5921	Nov 12, 2010 10:10 PM	Nov 12, 2010 10:28 PM	Spam	All	Customer complained he was getting a lot of spam calls with his phone number.	Instructed customer to add his phone number to the donotcall.gov registry.
6211	Nov 23, 2010 2:50 PM	Nov 23, 2010 4:20 PM	Tech Complaint	ConvoIM	Customer did not know how to log into iChat	Instructed customer how to use.

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
6337	Dec 1, 2010 1:12:27 PM	12/1/10 7:06 PM	Service	General	Customer did not receive an email after registration.	Resent email.
6347	Dec 1, 2010 9:37:18 PM	12/2/10 5:06 PM	Tech Complaint	Anywhere	Customer contacted us to ask how Anywhere 911 worked.	Customer service exp
6560	Dec 12, 2010 11:04:58 PM	12/16/10 11:38 PM	Service	General	Customer asked for help in missing call	Assisted customer with missing call
6779	Jan 10, 2011 4:45:02 AM	1/10/11 5:37 PM	Service	General	Customer wanted to cancel phone number	Customer service helped the customer cancel their Convo account.
6817	Jan 13, 2011 5:36:50 PM	1/13/11 8:51 PM	Tech Complaint	Anywhere	Customer was having issues with their webcam using Anywhere.	Customer service assisted the customer in enabling their webcam through Adobe Flash.
6857	Feb 2, 2011 12:00:00 AM	1/21/11 12:00 AM	Interpreter Complaint	interpreter	Customer did not feel interpreter explained why iChat calls were not going through. Customer said terp should have been using text.	Followed up with interpreter to make sure they use text if video does not work
7012	Feb 9, 2011 12:00:00 AM	2/9/11 12:00 AM	Interpreter Complaint	Interpreter	Interpreter seemed moody during call. Should keep personal life away from professional	Supervisor retrained interpreter.

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7022	Feb 10, 2011 12:00:00 AM	2/10/11 12:00 AM	Interpreter Complaint	Interpreter	Interpreter kept saying "hurry" when customer was ordering food. Customer felt pressured.	Supervisor retrained interpreter.
7042	Feb 15, 2011 2:16:52 PM	3/24/11 6:15 PM	Service		Address Update	Verified Address
7046	Feb 15, 2011 4:38 PM	Feb 16, 2011 6:15 PM	Service	Account	Porting	Helped with customer
7059	Feb 16, 2011 5:35 PM	Feb 16, 2011 6:20 PM	Service	Convo Mobile	Problem with downloading	Helped with customer with Convo mobile
7060	Feb 16, 2011 7:08 PM	Feb 22, 2011 4:22 PM	General	Convo Products	Problem with Convo Mobile	Helped with customer with Convo mobile
7069	Feb 17, 2011 8:59 PM	Feb 21, 2011 4:43 PM	service	iChat	Problem with Camera	Helped with iChat settings
7102	Feb 22, 2011 11:16 PM	Feb 23, 2011 4:31 PM	Technology	iChat	Camera adjustment needed	Helped with iChat settings
7144	Feb 28, 2011 4:15 PM	Feb 28, 2011 4:15 PM	Service	Convo Anywhere	Problem with Camera	helped with Anywhere settings
7146	Mar 1, 2011 12:39 AM	Mar 1, 2011 4:03 PM	Service	Account	Problem with registration	Helped with customer

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7201	Mar 8, 2011 4:31 PM	Mar 8, 2011 7:43 PM	Service	Convo Desktop	Problem with downloading	Helped with customer with Convo Desktop
7202	Mar 8, 2011 4:31 PM	Mar 8, 2011 7:48 PM	Technology	Convo Products	Problem with Convo Desktop	Helped with customer
7210	Mar 8, 2011 4:42 PM	Mar 8, 2011 8:10 PM	Technology	Convo Desktop	Problem with downloading	Helped with customer with Convo Desktop
7220	Mar 8, 2011 5:03 PM	Mar 8, 2011 9:19 PM	Technology	Convo Desktop	Problem with Convo Desktop	Helped with customer
7225	Mar 8, 2011 5:10 PM	Mar 8, 2011 9:21 PM	service	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop
7242	Mar 8, 2011 5:41 PM	Mar 8, 2011 9:40 PM	Service	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop
7271	Mar 8, 2011 7:24 PM	Mar 8, 2011 10:39 PM	Service	Convo Desktop	Account	Helped with customer to close account
7357	Mar 9, 2011 10:50 AM	Mar 15, 2011 3:53 PM	Service	iChat	Problem with registration	Helped with iChat settings
7361	Mar 9, 2011 4:02 PM	Mar 10, 2011 11:16 PM	General	Convo Products	Customer questioning	helped with customer with question

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7365	Mar 9, 2011 5:57 PM	Mar 10, 2011 1:36 AM	Technology	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop
7394	Mar 10, 2011 3:26 PM	Mar 10, 2011 5:15 PM	Service	Account	Verify Address	updated DB
7408	Mar 11, 2011 12:50 PM	Mar 11, 2011 4:12 PM	Service	Convo Desktop	Problem with downloading	Helped with customer with Convo Desktop
7420	Mar 11, 2011 11:12 PM	Mar 11, 2011 11:21 PM	Service		Address Update	Verified Address
7434	Mar 13, 2011 1:53 AM	Mar 14, 2011 3:45 PM	service	Convo Mobile	Question	helped with customer with question
7442	Mar 13, 2011 8:37 PM	Mar 14, 2011 7:48 PM	service	ConvoIM	Problem with Convo Desktop/ iChat	Helped with customer
7457	Mar 14, 2011 8:45 PM	Mar 15, 2011 4:12 PM	Technology	iChat	Problem with IM	Switched number back to iChat
7480	Mar 15, 2011 8:22 PM	Mar 16, 2011 3:40 PM	General	Convo Products	Problem with Convo Mobile	Helped with customer with Convo mobile
7490	Mar 16, 2011 5:17 AM	Mar 16, 2011 3:57 PM	service	ConvoIM	Problem with Convo Desktop/ iChat	Helped with iChat settings
7493	Mar 16, 2011 3:04 PM	Mar 16, 2011 5:16 PM	Service	Account	Porting	Helped with customer

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7494	Mar 16, 2011 3:19 PM	Mar 16, 2011 4:03 PM	General		Address verification	Verified Address
7496	Mar 16, 2011 4:21 PM	Mar 16, 2011 4:36 PM	General		Address verification	Verified Address
7511	Mar 17, 2011 3:03 AM	Mar 21, 2011 4:55 PM	Service	Convo Anywhere	Problem with Camera	Helped with customer with Convo Anywhere
7528	Mar 18, 2011 5:06 PM	Mar 21, 2011 6:31 PM	General		Port phone number	successfully ported number
7529	Mar 18, 2011 5:09 PM	Mar 21, 2011 8:44 PM	Service	Convo Desktop	Cant open CM	Helped with CD
7567	Mar 21, 2011 7:24 PM	Mar 21, 2011 9:28 PM	Service	Convo Desktop/ iChat	Problem with Convo Desktop/ iChat	Helped with customer with Convo Desktop
7568	Mar 21, 2011 7:40 PM	Mar 21, 2011 10:35 PM	Technology	Convo Desktop	Problem with Downloading	Helped with customer
7591	Mar 22, 2011 9:51 PM	Mar 22, 2011 9:59 PM	Service		Address Update	Verified Address
7600	Mar 23, 2011 2:22 AM	Mar 23, 2011 7:01 PM	General		Address Update	Updated DB
7657	Mar 24, 2011 5:37 PM	Mar 30, 2011 3:15 PM	Service	Convo Desktop	Problem with downloading	Helped with customer with Convo Desktop
7665	Mar 24, 2011 7:59 PM	Mar 24, 2011 8:50 PM	Technology	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7693	Mar 25, 2011 3:42 PM	Mar 25, 2011 4:00 PM	Service		Address Update	Verified Address
7702	Mar 25, 2011 8:50 PM	Mar 30, 2011 3:26 PM	Service	Convo Products	Problem with Downloading	Helped with customer
7712	Mar 26, 2011 1:41 AM	Mar 30, 2011 3:43 PM	Service	Convoi Desktop	Problem with downloading	Helped with customer with Convo Desktop
7734	Mar 26, 2011 7:24 PM	Mar 30, 2011 3:43 PM	General		Address Update	Updated DB
7753	Mar 27, 2011 4:39 AM	Mar 28, 2011 6:34 PM	Service	Convo Anywhere	Problem with Camera	Helped with customer with Convo Anywhere
7762	Mar 27, 2011 6:40 PM	Mar 28, 2011 6:43 PM	Technology	Convo Mobile	Problem with Convo Mobile	Helped with customer with Convo mobile
7793	Mar 28, 2011 5:15 PM	Mar 28, 2011 7:20 PM	Service	Convo Products	Problem with Convo Desktop	Helped with customer with Convo Desktop
7800	Mar 28, 2011 8:02 PM	Mar 28, 2011 8:07 PM	Technology	Convo Desktop	Problem with Camera	Helped with camera settings
7815	Mar 29, 2011 1:15 PM	Mar 30, 2011 3:43 PM	General		TDN not working	Switched number back to iChat

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7822	3/29/11 12:00 AM	3/29/11 12:00 AM	Interpreter Complaint	Convo Mobile	Interpreter kept complaining that couldn't read me bacause phone was shaking. Interpreter needs training to handle this better.	Interpreter cannot read signs while phone is shaking. Advised customer to put phone on solid surface while signing.
7825	Mar 29, 2011 6:41 PM	Mar 30, 2011 4:37 PM	General		Address Update	Updated DB
7834	Mar 29, 2011 9:52 PM	Mar 30, 2011 4:40 PM	Technology	iChat	TDN not working	Switched number back to iChat
7836	Mar 29, 2011 11:11 PM	Mar 30, 2011 7:19 PM	Technology	Convo Mobile	Problem with Convo Mobile	Helped with customer with Convo mobile
7858	Mar 30, 2011 1:45 PM	Mar 30, 2011 4:40 PM	Technology	iChat	Problem with IM	Switched number back to iChat
7859	Mar 30, 2011 4:25 PM	Mar 30, 2011 5:20 PM	Service	Convo Mobile	Problem with downloading	Helped with customer with Convo mobile
7877	Mar 30, 2011 9:23 PM	Mar 31, 2011 6:58 AM	Technology	Convo Mobile	Problem with Convo Mobile	Helped with customer with Convo mobile
7881	Mar 30, 2011 11:15 PM	Mar 31, 2011 6:58 AM	General		Address Update	Updated DB
7884	Mar 30, 2011 11:40 PM	Mar 31, 2011 7:02 AM	Technology		TDN not working	Switched number back to iChat

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7885	Mar 30, 2011 11:40 PM	Mar 31, 2011 7:02 AM	Technology		TDN not working	Switched number back to iChat
7894	Mar 31, 2011 1:43 PM	Apr 4, 2011 11:38 PM	Service		Problem with TDN	Issued new TDN
7919	Apr 2, 2011 12:05 AM	Apr 5, 2011 5:30 PM	Technology	Convo Desktop	Camera adjustment needed	Helped with camera settings
7940	Apr 4, 2011 1:21 PM	Apr 6, 2011 3:12 PM	Service	Convo Desktop/ iChat	Problem with Convo Desktop/ iChat	Helped with customer
7959	Apr 4, 2011 11:25 PM	Apr 5, 2011 5:33 PM	Technology	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop
7964	Apr 5, 2011 1:59 PM	Apr 5, 2011 6:06 PM	Service	Convo Desktop/ iChat	Problem with Convo Desktop/ iChat	Helped with customer
7968	Apr 5, 2011 6:22 PM	Apr 5, 2011 6:30 PM	General		Address verification	Verified Address
7969	Apr 5, 2011 7:37 PM	Apr 5, 2011 10:22 PM	Technology	Convo Desktop	Camera adjustment needed	Helped with camera settings
7974	Apr 5, 2011 10:58 PM	Apr 7, 2011 4:30 PM	General	Convo Anywhere	Asking about Anywhere	We do not have flasher at this time.
7982	Apr 6, 2011 6:11 AM	Apr 6, 2011 3:28 PM	Technology	iChat	Problem with IM	Switched number back to iChat

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
7993	Apr 7, 2011 6:27 PM	Apr 8, 2011 5:29 PM	Service		ASA	Delay in weekend service. Adding to our weekend staff.
8005	Apr 8, 2011 9:54 PM	Apr 11, 2011 4:02 PM	General	Convo Mobile	Convo Mobile/ VCO	helped with customer with question
8060	Apr 14, 2011 12:08 AM	Apr 14, 2011 3:21 PM	General	Convo Products	Convo Desktop	helped with customer
8077	Apr 15, 2011 3:15 PM	Apr 15, 2011 4:56 PM	Service	iChat	Problem with Camera	Helped with iChat settings
8086	Apr 15, 2011 6:59 PM	Apr 15, 2011 6:59 PM	Technology	iPad	TShirt	Helped with customer
8105	Apr 16, 2011 4:56 PM	Apr 18, 2011 3:23 PM	Technology	Convo Desktop	Problem with Convo Desktop	Helped with CD
8123	Apr 18, 2011 8:00 PM	Apr 18, 2011 8:52 PM	Service	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop
8124	Apr 18, 2011 10:16 PM	Apr 19, 2011 3:21 PM	Service	Account	Problem with registration	Helped with customer
8130	Apr 19, 2011 10:05 PM	Apr 19, 2011 10:13 PM	General		Port phone number	successfully ported number
8134	Apr 20, 2011 5:14 AM	Apr 20, 2011 4:46 PM	General	Convo Products	Customer questioning	helped with customer with question

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
8151	Apr 22, 2011 5:23 PM	Apr 22, 2011 5:40 PM	Technology	Convoi Desktop	Problem with Convo Desktop	Helped with customer
8157	Apr 23, 2011 4:48 PM	Apr 28, 2011 6:10 PM	Technology	Customer	VCO issues	helped with customer
8172	Apr 25, 2011 11:53 PM	Apr 26, 2011 5:07 PM	Service	ConvoIM	Problem with IM	Helped with customer with ConvoIM
8174	Apr 26, 2011 12:20 AM	Apr 26, 2011 5:09 PM	General		Port phone number	successfully ported number
8175	Apr 26, 2011 2:46 AM	Apr 26, 2011 3:01 PM	Technology	Convo Desktop	Problem with Convo Desktop	Helped with customer with Convo Desktop
8178	Apr 26, 2011	Apr 26, 2011	Service	Interpreter		Interpreter was not pa
8185	Apr 27, 2011 12:36 AM	Apr 27, 2011 5:27 PM	Service	Convo Anywhere	Problem with Camera	Helped with customer with Convo Anywhere
8191	Apr 27, 2011 9:25 PM	Apr 28, 2011 4:42 PM	General		Address verification	Verified Address
8202	Apr 28, 2011 7:54 PM	Apr 29, 2011 3:11 PM	Service	Convo Desktop	problem with TDN	Helped with customer
8211	Apr 29, 2011 7:33 PM	Apr 29, 2011 9:00 PM	Technology	Anywhere	Point to Point	Told customer it is a high priority of tech team - can use Convo Desktop

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
8223	May 2, 2011 1:22 AM	May 2, 2011 10:13 PM	Service	Convo Anywhere	Problem with Convo Anywhere	Helped with customer with Convo Anywhere
8227	May 2, 2011 9:18 PM	May 2, 2011 9:56 PM	Service	Account	Change of address	Helped with customer
8229	May 2, 2011 10:01 PM	May 2, 2011 10:48 PM	Service		Wants VRI	Explained we are VRS
8234	May 3, 2011 5:46 AM	May 3, 2011 3:15 PM	Service	Convo Anywhere	Problem with Convo Anywhere	Helped with customer with Convo Anywhere
8240	May 3, 2011 11:08 PM	May 4, 2011 4:14 PM	General		Address verification	Verified Address
8255	May 5, 2011 7:08 PM	May 9, 2011 3:54 PM	technology	iChat	Problem with IM	Switched number back to iChat
8296	May 12, 2011 5:07 AM	May 12, 2011 6:14 PM	General		Port phone number	successfully ported number
8322	May 16, 2011 5:25 PM	May 16, 2011 8:41 PM	General		Address verification	Verified Address
8334	May 17, 2011 1:57 PM	May 18, 2011 5:40 PM	Service	Convo Desktop	Problem with Downloading	Helped with customer with Convo Desktop
8344	May 18, 2011 6:35 AM	May 18, 2011 5:44 PM	service	iChat	Problem with Camera	Helped with iChat settings

Case #	Opened	Closed	Category	Product	Description of Issue	Description of Solution
8354	May 19, 2011 1:13 PM	May 19, 2011 6:31 PM	Technology	Convo Desktop	Problem with Camera	Helped with camera settings
8382	May 23, 2011 8:38 PM	May 23, 2011 8:41 PM	General		Forgot TDN/PW	Provided info
8407	May 26, 2011 3:42 AM	May 27, 2011 7:52 PM	Technology	ConvoIM	ConvoIM	Helped with customer with ConvoIM
8410	May 26, 2011 1:33 PM	May 26, 2011 3:47 PM	Feedback	General	Account	Helped with customer with ConvoIM
8425	May 27, 2011 4:14 PM	May 27, 2011 7:49 PM	Technology	iChat	Problem with IM	Switched number back to iChat
8440	May 28, 2011 4:16 AM	May 31, 2011 10:23 PM	General		Address verification	Verified Address
8450	May 30, 2011 9:25 PM	May 31, 2011 5:54 PM	General		Forgot TDN/PW	Provided info
8457	May 31, 2011 7:45 PM	May 31, 2011 10:22 PM	Technology	Convo Mobile	Problem with Convo Mobile	Helped with customer with Convo mobile